Abdelmonem Karam Abomoslim

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Technical Lead

Resourceful Technical Lead skilled in IT infrastructure systems and software development processes. Huge Experience in streamlining operations and maintaining schedules to ensure maximum customer satisfaction and business revenue. Expert in coordinating diverse teams and resources to complete objectives. Organized and detail-oriented with proactive and hard-working nature.

FIELDS OF COMPETENCE

***Development:*** *Java Development (Java SE, JAVA EE, web services, integraiton), VXML, CCXML, IVR applications.*

***Network Technologies:*** *Good experience in Routing and Switching Implementation, Configuration. Familiar with many Routing protocols (RIP, EIGRP, BGP, OSPF). Worked on the most recent Cisco Devices: Nexus 9508, (3850, 3650, and 2960) Access switches, 4451 Routers, 5585 Firewall. Also worked on HP Aruba Switches.*

***IP Telephony Technologies:*** *Advanced experience in proposal, selection, design, implementation and Configuration for the full Portfolio for various Vendors (Cisco, Avaya, Alcatel, and Asterisk).*

***Contact Center Technologies:*** *Advanced experience in proposal, selection, design, implementation and configuration for the full portfolio of Avaya Aura Contact Center.*

***IVR Technologies:*** *Advanced experience in Proposal, Design, Development, Operation with many different Vendors/Technologies (HP NIVR, Avaya Experience Portal, Javascript, Java, C#). Dealing with complicated Call flows, tarrifs and advanced integration with many other systems.*

***Site expertise:*** *Advanced experience in sites’ surveys, commissioning & start-up activities, on-hands training, and maintenance in many sites for various Environments sites such as Oil & Gas, Telecom Operators, Hotels and more.*

***Hardware:*** *Virtualization (VMWare ESXi OS).*

PROFESSIONAL EXPERIENCE

**Giza Systems Company**, Cairo, EG

***Collaboration Team Leader***, Jan 2017-Present

***Major projects:***

***Telecom Egypt (WE) Contact Center upgrade – 2020–: (Technical Lead)***

* Leaded the presales team during bidding phase.
* Studied the RFP and come up with full understanding and clarifications on all vague points.
* All customer facing meetings and requirements gathering workshops.
* Wrote the Technical offer as per RFP guide lines including the exact scope of work, compliance matrix, and BOM.
* Leaded the technical team and arranged with all other teams’ members needed from other teams after the awarding.
* Kept the customer satisfaction as a first priority.
* Support the Project Manager during procurements.
* Leaded all coordination with customer stack holders.
* Put technical plan including time line for all tasks with coordination with other teams involved in the project including all dependencies and critical paths and highlighting all financial milestones that will be affected by delivery milestones.
* Focal technical point of contact in all customer facing meetings.
* Manage new customer requirements and discuss with project team and project manager.
* Managed the team resources, training plans, and all needed resources for smooth delivery of project and meeting the deadline.
* Project technologies:
  + Avaya CM (3000 stations)
  + Avaya CCE (6800 agents)
  + Avaya Aura Messaging
  + Avaya WFO select (Recording)
  + Avaya Equinox (Video and web conferencing)
  + Avaya CMS (Reporting)
  + Avaya Experience portal (IVR) (Java development, webservices integration, and DB integration)
  + Avaya Control Manager (centralized management)
  + Avaya Breeze (Call Intercept)
  + Avaya Workspaces (web based agent interface client)
  + Novomind iAgent (Digital channel)
  + RightFAX (FOIP)
  + Dell MX7000 chassis with VMware (Virtualization environment)
  + Dell Blade servers
  + IVR call flow revamp development and integration with backend (40 Call flows inbound/outbound)
  + Unified DB (MSSql) for customer journey across voice/digital channels.
  + OS (Microsoft/RedHat)

***EEHC (Electricity Holding Company) DR Data Center for Smart Meters project – 2020–: (Technical Lead)***

* Received the handover from presales team.
* Leaded the technical team and arranged with all other teams’ members needed from other teams after the awarding.
* Support the Project Manager during procurements.
* Put technical plan including time line for all tasks with coordination with other teams involved in the project including all dependencies and critical paths.
* Focal technical point of contact in all internal teams meetings.
* Managed the internal team resources, training plans, and all needed resources for smooth delivery of project and meeting the deadline.
* Project Technologies:
  + Oracle Applications
  + Cisco ACI model switches
  + Fortinet Firewalls
  + Oracle DB
  + ZFS Storage technology
  + Zero Data Loss Rack for Backup
  + Oracle ExaData technology
  + Oracle Super Cluster Hardware

***Eni/Petrobel Zohr Gas Field Telecom infrastructure 2018/2019: (Technical Lead)***

* Engaged in presales/bidding phased in the Collaboration part.
* Studied the Collaboration part in the RFP and come up with full understanding and clarifications on all vague points.
* All customer facing meetings and requirements gathering workshops.
* Wrote the Technical offer (Collaboration Part) as per RFP guide lines including the exact scope of work, compliance matrix, and BOM.
* Leaded the technical team and arranged with all other teams’ members needed from other teams after the awarding.
* Kept the customer satisfaction as a first priority.
* Support the Project Manager during procurements.
* Leaded all coordination with customer stack holders and the Consultant representatives.
* Put technical plan including time line for all tasks with coordination with other teams involved in the project including all dependencies and critical paths and highlighting all financial milestones that will be affected by delivery milestones.
* Focal technical point of contact in all customer facing meetings.
* Manage new customer requirements and discuss with project team and project manager.
* Managed the team resources, training plans, and all needed resources for smooth delivery of project and meeting the deadline.
* Project technologies:
  + Cisco Nexus 9800 (Design)
  + Cisco Catalyst 6807 (Design)
  + Cisco 3850, 3650, and 2960 switches (Implementation)
  + Cisco Prime Infrastructure (Installation)
  + Cisco ACS (Design)
  + Cisco Firewalls 5508 (Design)
  + Cisco CUCM Redundant (Implementation)
  + Cisco CUC Redundant (Implementation)
  + Cisco Media Sense for Recording (Implementation)
  + Cisco ISR gateway 4321 Redundant (Implementation)
  + MX300 Video Conference (Implementation)
  + 4\*ISR gateway 4451 (2\*Redundant) (Implementation)
  + Cisco Attendant Console (Implementation)

***ERI Buildings A and B Collaboration Scope 2017/2018: (Technical Lead)***

* All customer facing meetings and requirements gathering workshops.
* Wrote the Technical offer (Collaboration Part) as per RFP guide lines including the exact scope of work, compliance matrix, and BOM.
* Leaded the technical team and arranged with all other teams’ members needed from other teams after the awarding.
* Kept the customer satisfaction as a first priority.
* Support the Project Manager during procurements.
* Leaded all coordination with customer stack holders and the Consultant representatives.
* Put technical plan including time line for all tasks with coordination with other teams involved in the project including all dependencies and critical paths and highlighting all financial milestones that will be affected by delivery milestones.
* Focal technical point of contact in all customer facing meetings.
* Manage new customer requirements and discuss with project team and project manager.
* Managed the team resources, training plans, and all needed resources for smooth delivery of project and meeting the deadline.
* Project technologies:
  + Cisco CUCM Redundant
  + Cisco CUC Redundant
  + Cisco Media Sense for Recording
  + Cisco ISR gateway 4321 Redundant
  + MX300 Video Conference
  + 4\*ISR gateway 4451 (2\*Redundant)
  + Cisco Attendant Console
  + Cisco ExpressWay (E/C)

***Other Job Responsibilities: (Collaboration Team Leader)***

* Follow up the projects, Technical progress and coach Technical resources in running projects.
* Technical follow up on third parties to insure that the technical scope in projects is fulfilled.
* Handle Customer and Vendor technical communications.
* Understand, implement and integrate different technologies successfully
* Assure that solution implementation is as the approved design.
* Contribute in high complex implementation tasks whenever needed
* Give coaching for Collaboration team members during implementation tasks
* Set clear Collaboration team goals
* Delegate tasks to Seniors and set deadlines
* Oversee day-to-day operation and projects implementation
* Monitor Collaboration team performance and report on metrics
* Motivate team members
* Discover/set training needs and provide training plans for each year
* Listen to team members’ feedback and resolve any issues or conflicts
* Recognize high performance and reward accomplishments

**Giza Systems Company**, Cairo, EG

***Senior Contact Centers Engineer***, July 2014-December 2016

* Responsible for the supervision of junior voice team members
* Implement complex technical tasks during projects.
* Follow up plan progress and find work around for plan leakage absorption if needed.
* Provide first level leader support in chain of command with team members.
* Administer and adhere to corporate and departmental policies, practices and procedures, including union contract administration.
* Monitor processes and ensure that operational standards and customer specific performance guarantees are met.
* Identify opportunities and implement solutions for workflow, system, and other process improvements.
* Develop and maintain strong and positive working relationships with respective Union Leadership.
* Interface with internal and external stakeholders, provide solutions to meet operation standards, solve simple business problems, and main problems.

**Giza Systems Company**, Cairo, EG

***Contact Centers Engineer***, Feb. 2011-June 2014

* Implements IP Telephony solutions, and Develop Contact Center applications.
* Undertakes the implementation, installation, and customization activities for customer projects as per assignment.
* Undertakes the activities of integration between the Contact Center Applications and customers’ business applications based on detailed customer’s requirements.
* Develops testing applications and undertakes the actual testing activities as per Customers’ requirements and according to standard policies and prepares and submits the required testing reports.
* Updates the Team Leader on the progress of work assigned and prepares and submits weekly progress reports.
* Guides, directs, and support the newly hired Contact Centers Engineers running projects to provide them with the needed field experience.
* Provides the required technical support during the pre-sales phase aiming at having strong technical offerings.
* Complete personal professional certification and product authorization according to the training programs available through the vendors.
* Responsible for Service Level Agreements which might include 24X7 commitments including the formal vacations in Egypt

OTHER PROJECTS ACHIEVED

**Project Name:** **Centro Rotana Hotels Network and IP telephony (Riyadh/SAE)**

**Client\End User: Centro Rotana Hotels.**

**Job Title:** Team Leader **(Giza Systems)**

* + Alcatel OXE IP Telephony
  + Alcatel OXE Voicemail
  + Aruba wireless controller
  + Aruba Access points
  + Aruba Core Switch
  + Aruba Access Switches
  + Integration with FEDILIO Hoteling system

**Project Name:** **TCF Petrojet Buildings Network and IP Telephony**

**Client\End User: Petrojet Petroleum Company.**

**Job Title:** Team Leader **(Giza Systems)**

* + Alcatel OXE IP Telephony
  + Alcatel OXE Voicemail
  + Cisco wireless controller
  + Cisco Access points
  + Cisco 4500 Core Switch
  + Cisco 2960 Access Switches

**Project Name:** Orange IVR Call Flow Reporting

**Client\End User: Orange Telecom Services**

**Job Title:** Senior Contact Centers Engineer **(Giza Systems)**

* + Visual Basic
  + Excel Macros
  + HP NIVR reporting tool

**Project Name:** Orange SWAP Project from MOIP to HP NIVR

**Client\End User: Orange Telecom Services**

**Job Title:** Senior Contact Centers Engineer **(Giza Systems)**

* + IVR call flows development
  + VXML
  + CCXML
  + JavaScript

**Project Name:** Vicorp IVR implementation

**Client\End User: Etisalat Telecom Co.**

**Job Title:** Senior Contact Centers Engineer **(Giza Systems)**

* + Vicorp system implementation
  + Linux
  + SIP trunk implementation

**Project Name:** Ericsson MOIP IVR Revamp Project

**Client\End User: Orange Telecom Services.**

**Job Title:** Contact Centers Engineer **(Giza Systems)**

* + IVR call flows development
  + VXML
  + CCXML
  + JavaScript

**Project Name:** VocalCom Contact Center Application

**Client\End User: Wasla Co.**

**Job Title:** Contact Centers Engineer **(Giza Systems)**

* + VocalCom system implementation
  + Linux
  + SIP trunk implementation

**Project Name:** Avaya IP Telephony Upgrade

**Client\End User: Giza Systems Co.**

**Job Title:** Contact Centers Engineer **(Giza Systems)**

* + Avaya CM S8500 duplex
  + Avaya G650
  + Avaya G450
  + Avaya S8300

PRESALES ACTIVITIES (RFPs ACHIVED)

* TE Contact Centers Expansion (Avaya Aura full portfolio with multi-media solution)
* Orange ‘400’ IVR Call Flow Drop 3 Development (‘HP NIVR’).
* Zohr Gas Field Telecommunication Mega Project (Voice ‘Cisco’, Network ‘Cisco’, WIFI ‘Cisco’)
* PetroJet Zohr Telecommunication Project (IP Telephony ‘Alcatel’).
* Orange Ongoing CRs (‘HP NIVR’).
* Vodafone IVR Call Flow development project (‘HP NIVR’).
* Telecom Egypt IVR Call Flow development project (‘HP NIVR’).
* Wasla Contact Center project (‘VocalCom Call Center’).
* Etisalat IVR implementation project (‘Vocpilot IVR’).

TRAININGS

* Àvaya WFO select recording
* CCNP Collaboration.
* CCNP R&S.
* OXE Alcatel IP Telephony.
* Avaya ACIS (Avaya Communication Manager Implementation Specialist).
* Red Hat Essentials.
* AutoCAD.
* HP NIVR Development
* MOIP IVR Development
* VICORP IVR Development and Implementation
* CEH (ongoing)
* ZFS storage installation
* Android Oreo mobile apps development

EDUCATION AND LANGUAGES

**Language skills**

* Arabic (Mother Tongue).
* English (Excellent in speaking, reading and writing).
* Francais (un peu parler, un peu écrire, et bien ecouter) (niveau 1,2 et 3 à Berlitz)

**Education**

Ain Shams University

Faculty of Engineering (Class 2010)

Computer and Systems Engineering (CSE 2010), Grade: Good.